

DEVELOPING PEOPLE THROUGH CONTINUOUS IMPROVEMENT

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*Contents included in the presentation are informed by our study of the Toyota Production System

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Agenda

- Objective
- Our System
- Our Journey
- Problem Solving Tool & Activity
- Challenges & Pitfalls
- Modeling Lean Behavior
- Climate
- Summary
- Questions

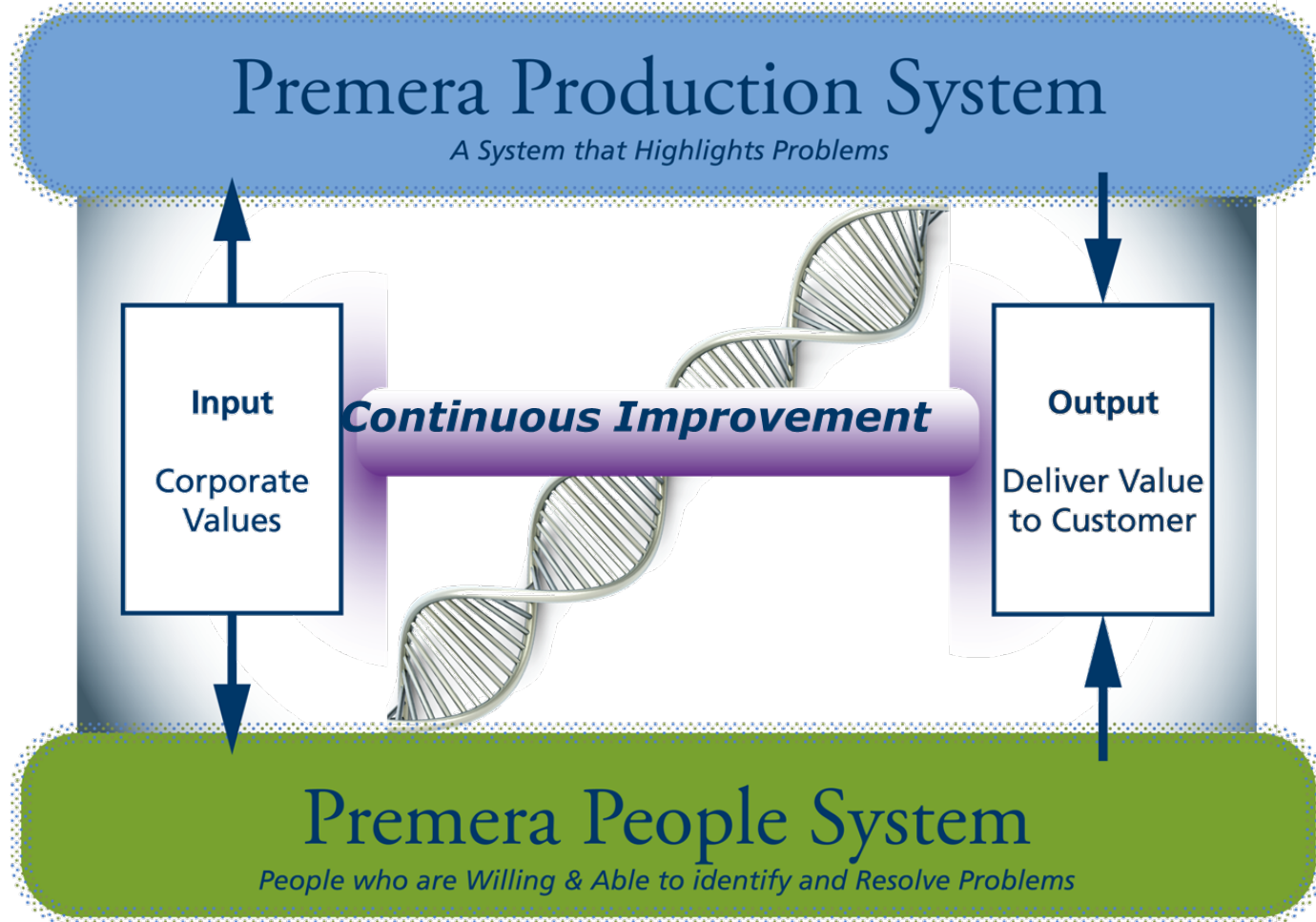


Objective

- Recognize the importance of people in continuous improvement
- Utilize tools to create and promote problem-solving



Our System



Premera's Lean Journey


Contributing to creating a sustainable Healthcare System



Problem-Solving Tool



Kaizen Summary Sheet

| 1) Problem Statement | 2) Waste | 5) Solutions | 7) Measure Taken/Results |
|--|----------|---------------------------------|--------------------------|
| | | | |
| 3) Causes: | | | |
| 4) Problem (Picture) | | 6) Improvement (Picture) | |
|  | | | |
| Manager/TL/STL Signature: | | | |

Submitter and Department: _____

Coaching Notes



Activity



Debrief



Challenges/Pitfalls



Modeling Lean Behavior



Creating a Climate of Problem Solvers



Summary



Questions

